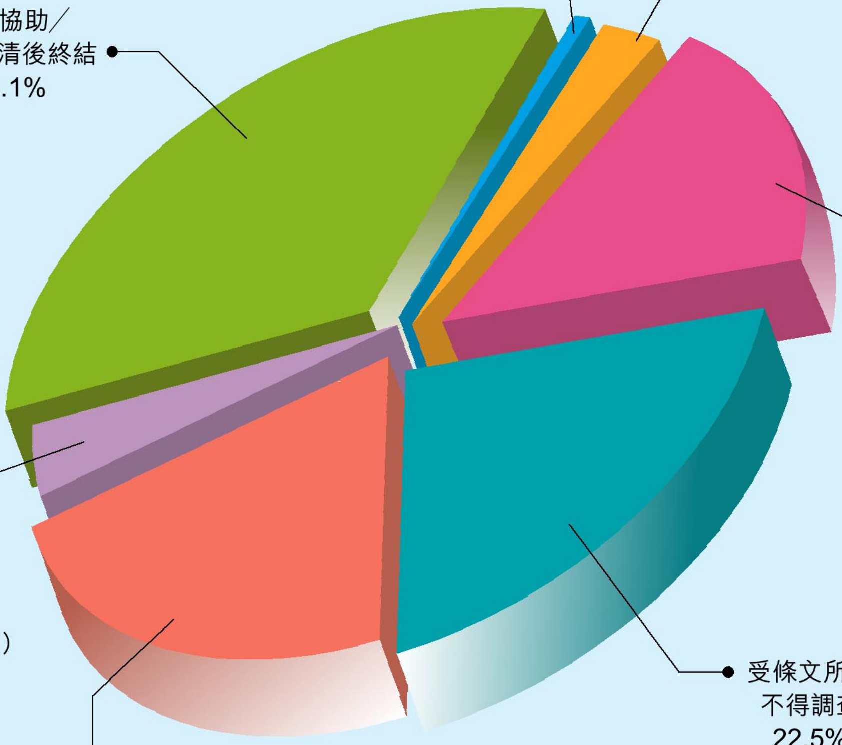表 7 已終結的投訴個案分類：5,023 宗